

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Carl Schoeneberger et al.

Application No.: 10/632,615

Confirmation No.: 4771

Filed: July 31, 2003

Art Unit: 2616

For: CONTACT CENTER WITH NORMALIZED
MULTIPLE PROTOCOL ARCHITECTURE

Examiner: B. O'connor

**COMMENTS ON STATEMENT OF REASONS
FOR ALLOWANCE UNDER 37 CFR §1.104(E)**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicant notes with appreciation that the present case stands allowed by Notice of Allowance mailed December 17, 2007. However, Applicant has discovered an apparent informality in the application file record wherein the Examiner omitted noting prior art cited in an Information Disclosure Statement dated May 7, 2004.

Upon careful review of Applicants records and the records within Patent Application Information Retrieval (PAIR), there were two (2) Information Disclosure Statements dated May 7, 2004, however only one Information Disclosure Statement has been made of record and noted by the Examiner. As the Examiner is required to review the art cited in the application, Applicant believes that the art has been reviewed but that the Examiner inadvertently neglected to note such.

Accordingly, Applicant respectfully requests that the file record be amended to provide a clear record that the art cited in the present application, has been considered by the Office. Thus applicant requests the Examiner make of record the prior art cited by Applicant filed in said Information Disclosure Statement dated May 7, 2004 (copy of said missing

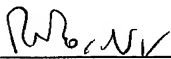
Information Disclosure Statement and supporting documents attached herewith) in the application has been considered. If the Examiner has not already considered the art cited, Applicant respectfully requests that the Examiner do so and take whatever other action the Examiner deems appropriate prior to issuance of the present application.

Furthermore, Applicant respectfully notes that the Examiner's Statement Of Reasons For Allowance does not correctly identify the nature of the Independent Claims. The Examiner's Statement Of Reasons Of Allowance states that the prior art of record regarding Claims 1, 15, and 36, as well as Claims 63 and 64 does not disclose or suggest the combination as defined in said Claims. It is noted that each of the Independent Claims includes differences in wording to differentiate from one another leading to different scopes and limitations accordingly. Each of the Claims are properly stated according to its own wording other than as a replica of Claim 1 or Claim 63 respectively and are not to be paraphrased together. Applicant respectfully asserts each of said Independent Claims stands on their own merit and are patentable because of the specific combination recited.

Applicant respectfully requests that the Examiner call the below listed attorney if the Examiner believes that such a discussion would be helpful in resolving any remaining problems. Applicant believes no fee is due with this response. However, if a fee is due, please charge Deposit Account No. 06-2380, under Order No. 47524/P155US/10613143 from which the undersigned is authorized to draw.

Dated: March 11, 2008

Respectfully submitted,

By 

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